



IMMS

TECHNICAL BULLETIN OF THE INTEGRATED MAINTENANCE
MANAGEMENT SYSTEM PROJECT



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IMMS Update

By now, many of you have heard about the Maintenance Program's Integrated Maintenance Management System (IMMS), which will replace MMS/MMSI. In our first Technical Bulletin, we introduced you to the IMMS Project. In this and future issues, we will provide more specific information about the IMMS implementation, and continue to familiarize you with how the IMMS software will work.

IMMS went-live, or began implementation, in July 2001. The District 3 and Headquarters implementation was a Pilot Implementation, conducted prior to implementation in all Districts (see Table 1: Implementation Schedule). During the Pilot, the IMMS Team "tested" the implementation to work out any unanticipated difficulties.

Table 1: Implementation Schedule

District	Go-Live Date*
Pilot: District 3 & HQ	July 23, 2001
District 12	October 8, 2001
District 8	October 22, 2001
District 7	North - Jan. 22, 2002 West - Jan. 28, 2002 South - Feb. 19, 2002 East - Mar. 4, 2002 Spec. Crews - Mar. 25, 2002
District 11	April 2002
District 4	May 2002
District 1	September 2002
District 2	September 2002
District 9	October 2002
District 10	January 2003
District 6	February 2003
District 5	March 2003

* Dates are tentative and subject to change. Specific dates for each District's implementation will be named at a later time.

Implementation Overview

The way IMMS will be implemented is similar to the work that crews do every day. On a daily basis, crews must **plan**, **do** and **check** their work, and **act** on any additional maintenance needs.

In much the same way, the IMMS implementation will occur in three phases: we will plan for implementation during the Go-Live Preparation phase, do the implementation and check to ensure IMMS is working properly during the Go-Live phase, and act to provide support to end-users in each District, during the Post-Implementation phase.

Go-Live Preparation (4 to 6 months)

In each District, the IMMS Team will **plan** for the District's implementation by conducting several preparation activities. The IMMS Team will work side-by-side with a District Implementation Team throughout implementation. This is a team of District staff who will provide their expertise to help ensure a smooth transition to IMMS. This Team will be involved in many of the activities discussed below.

First, we will hold a meeting to "kick off" the District's implementation. There we will provide information to end-users about IMMS, its benefits, and what end-users can expect during implementation. The IMMS Team will also hold workshops with end-users to explain how daily business practices will change with IMMS. During these workshops, we will make adjustments to the new business practices so that they meet the needs of end-users in each District. A "Readiness Assessment," or survey, will also be conducted prior to implementation to ensure that all of the activities necessary for a successful implementation have been completed in the District, and that IMMS is ready to go-live. Finally, the IMMS Team will install the IMMS software program on end-users' computers and test it to ensure it is working properly.

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Go-Live Phase (2 months)

The IMMS Team will also **do** the implementation and **check** to make sure IMMS is running smoothly. We will work with each Supervisor to conduct a working stock inventory to ensure that their IMMS parts count (previously called the T8000 account) is accurate and updated. In addition, end-users will be trained one to two weeks prior to implementation. During this training, end-users will learn about the IMMS software program and how their daily business practices will change with IMMS. Once training is complete, the IMMS application will be "turned on." Immediately after IMMS goes-live, both the IMMS Team and District Implementation Team will be in the District to answer end-users' questions and ensure IMMS is working properly.

Post-Implementation Phase (Ongoing)

Finally, the IMMS Team will **act** to provide support to end-users in each District. After implementation, there will be end-users in the District who are IMMS experts, or "super-users," and can provide ongoing support to other end-users in their District. A dedicated IMMS help desk will also be available during and after each District's implementation.

IMMS Feature of the Month

IMMS' Visual Resource Manager (VRM) will help supervisors manage their resources and daily data input. This includes recording employee time, material usage and work completed, and scheduling, borrowing, and loaning resources. The VRM gives supervisors access to information about employees, stock area, vehicles, and work orders. All of this information is available from a single screen! Table 2 provides a sample of some of the current terms, and the new terms, as they will be referred to in IMMS.

Table 2: Key Terms

IMMS	MMS/MMSI
Stock Area	T8000 Account
Vehicles	Fleet Anywhere Items
Work Order	FA83/HM85 Column

One of the highlights of the VRM is the information available about employees. One of the ways supervisors can input daily time for each employee (loaned or borrowed) and check employee availability is through the Visual Resource Manager. In Figure 1, the VRM Time Bank allows the Supervisor to quickly see that employee 1032 has not had any leave or work time recorded for March 1, 2001. This would prompt the Supervisor to find out why the employee's time had not been accounted for, and correct any errors.

Figure 1: VRM Employee Time Bank

Employee ID	Hours	Leave	Work	Slack
1013	8.00	0.00	8.00	0.00
1029	8.00	0.00	8.00	0.00
1032	8.00	0.00	0.00	8.00
1034	8.00	0.00	8.00	0.00
8765	8.00	0.00	8.00	0.00

This method of entering and checking employee time will eliminate the duplicate data entry and extensive error checking that supervisors and region staff must currently do with MMS.

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